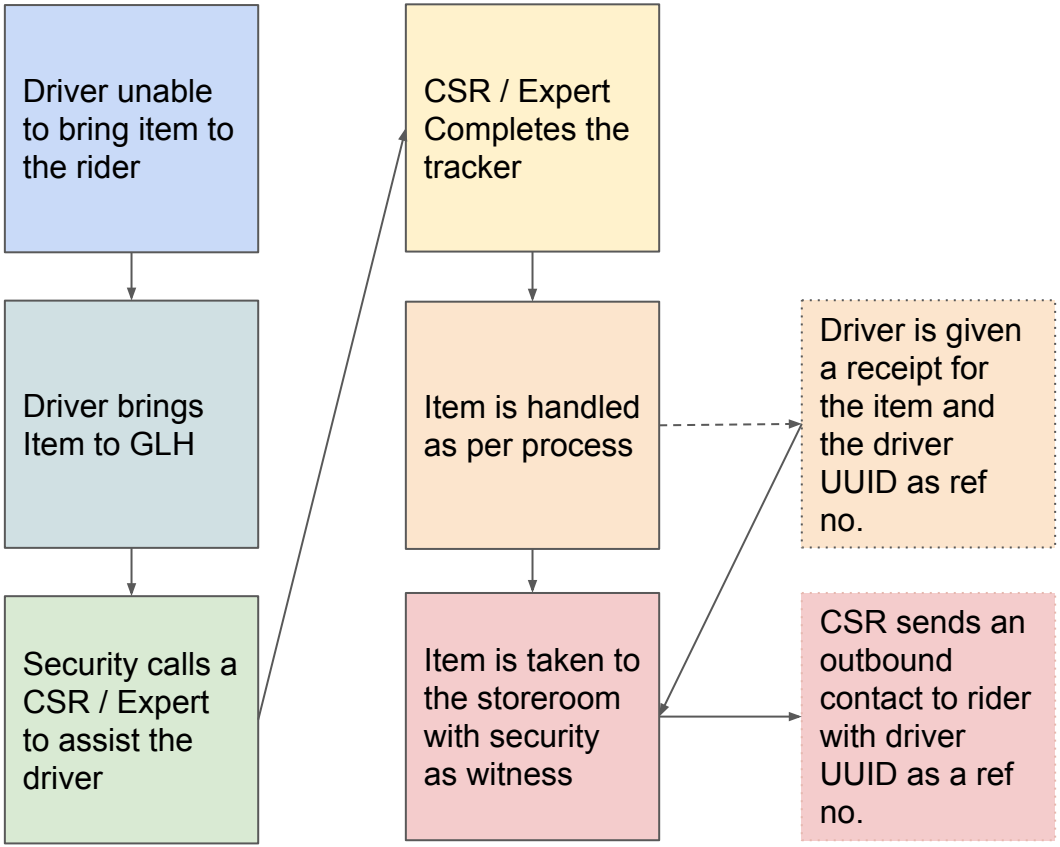
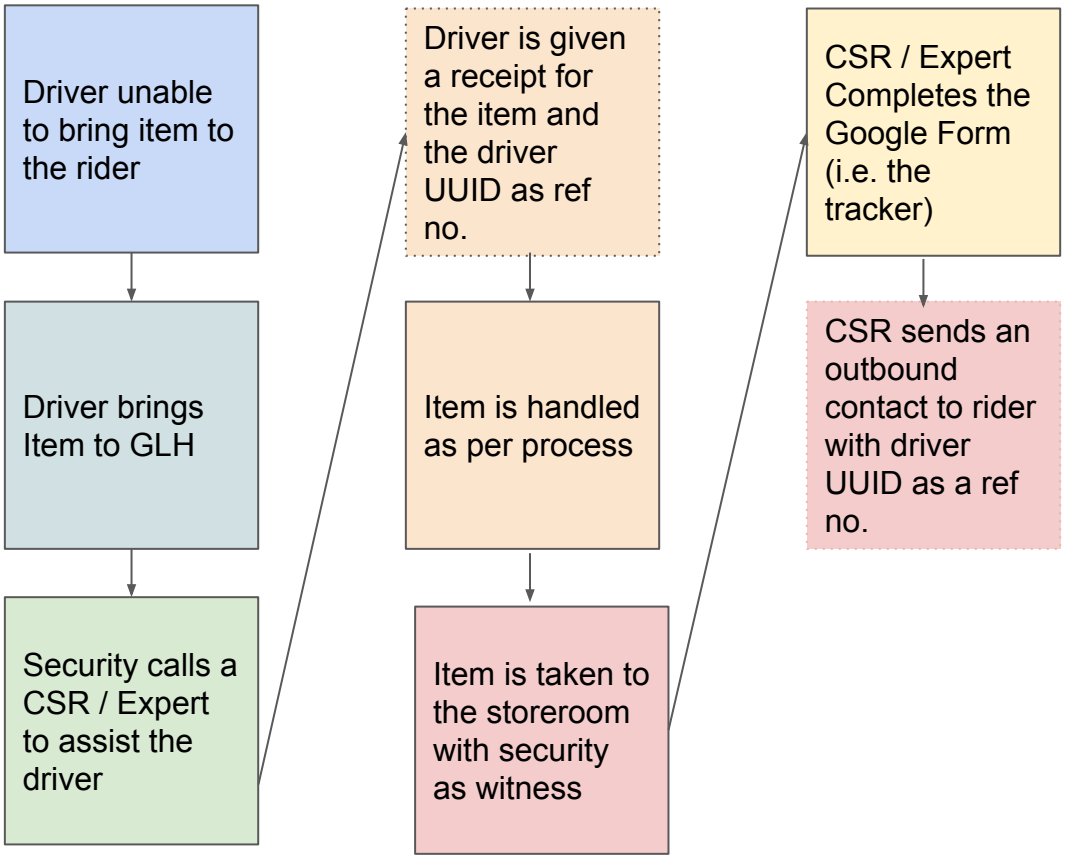
Lost item

New Process

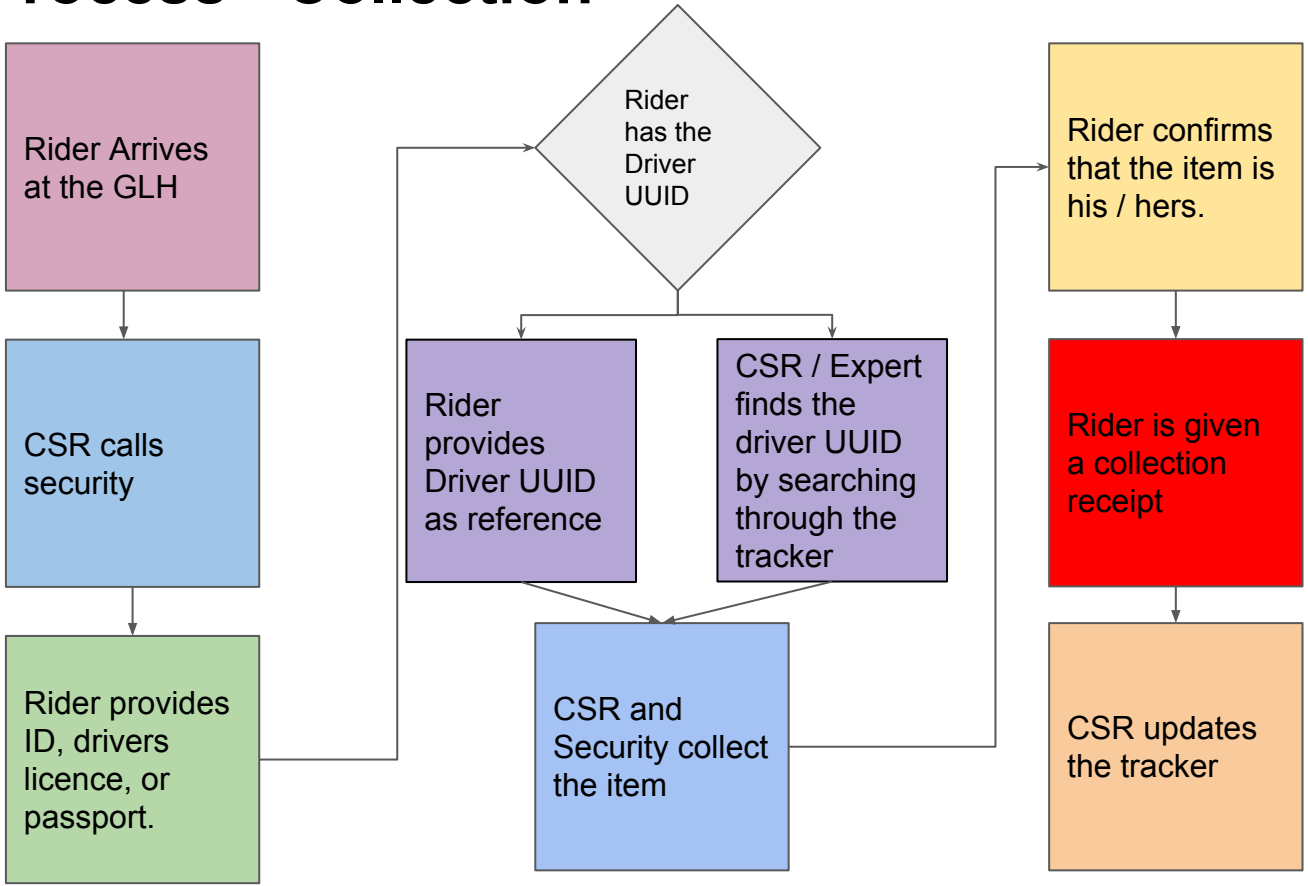
New Process - Item Drop Off


Driver unable to bring item to the rider
Driver brings Item to GLH
Security calls a CSR / Expert to assist the driver
CSR / Expert Completes the tracker
Item is handled as per process
Item is taken to the storeroom with security as witness
Driver is given a receipt for the item and the driver UUID as ref no.
CSR sends an outbound contact to rider with driver UUID as a ref no.

New Process - Item Drop Off


Driver unable to bring item to the rider
Driver brings Item to GLH
Security calls a CSR / Expert to assist the driver
Driver is given a receipt for the item and the driver UUID as ref no.
Item is handled as per process
Item is taken to the storeroom with security as witness
CSR / Expert Completes the Google Form (i.e. the tracker)
CSR sends an outbound contact to rider with driver UUID as a ref no.

New Process - Collection


Rider Arrives at the GLH
CSR calls security
Rider provides ID, drivers licence, or passport.
Rider has the Driver UUID
Rider provides Driver UUID as reference
CSR / Expert finds the driver UUID by searching through the tracker
CSR and Security collect the item
Rider confirms that the item is his / hers.
Rider is given a collection receipt
CSR updates the tracker

Item Handling Guidelines

What to do when the item comes in:

1) Do not open anything.
2) Cable tie any bags too large to fit into the plastic bags.
3) Place items in a clear sealed bag.
4) Place the item receipt or a piece of paper with the UUID and date received facing forward in the bag.
5) Call security and have them escort you to the storeroom with the item. This is to protect the expert / CSR if the item were to go missing.
6) Complete the tracker *NB*

How do we arrange our items in the store room:

1) Items divided by categories.
2) Items are stored with the newest items being placed at the back of the container.
3) Larger items are stored on the bottom shelf with other items on the other shelves.
4) After 3 months, the items are donated to a related charity. Items **will not be distributed amongst staff.**

Equipment Requirements

What Equipment Do We Need?

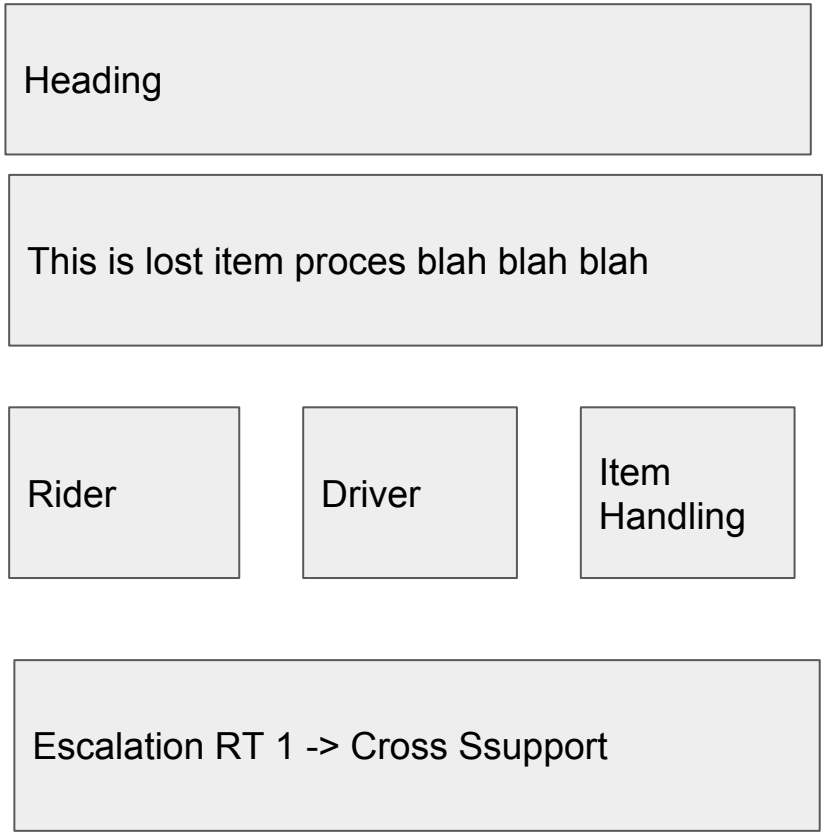
1) Cable ties
2) Clear plastic bags
3) Carbon paper booklets
4) Clear plastic bin containers
5) Shelving in storeroom
6) Camera surveillance inside the storeroom.

Useful Information

Other useful information

1) Tracker here
2) UKI processes here (*for reference purposes*)
3) Team dot bliss process here
4) Suggested reply if we can't find an item

"Hi %%first_name%%,
We understand that you were told that your [insert item] was dropped off by your driver at our offices. However, upon further investigation, it is clear that we are not in possession of the [insert item]. Apologies for any inconvenience caused."


Heading
This is lost item proces blah blah blah
Rider
Driver
Item Handling
Escalation RT 1 -> Cross Ssupport